GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:3680
ANSWERED ON:18.04.2000
OPINION POLL BY DDA
SURESH RAMRAO JADHAV (PATIL)

Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether Delhi Development Authority propose to conduct an opinion poll to check its popularity at the huge cost of Rs.10 lakh;

(b) if so, the objectives thereof; and

(c) the steps taken by the Govenment to make DDA a people-friendly organissation and improve its image?

Answer

MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI BANDARU DATTATREYA)

(a)&(b): DDA has reported that during a recent meeting with the Directorate of public Grievances, Govt. of india, a suggestion was made to hold an Opinion Poll about DDA`s Grievance Redress Machinery as perceived by the publicNo proposal in this regard has been finalised.

(c): For the past few years concerted efforts have been made by DDA to redress the grievances of public, remove systemic defects and introduce transparency in its working by taking the following steps:-

(i) formulating a Citizen`s Charter wherein time schedules for various transactions with DDA have been indicated;

(ii) publishing booklets where formats of various documents to be submitted to DDA for various transactions have been published;

(iii) opening Facilitation Counters/Counselling whereinformation is freely provided regarding submission of documents, rules & regulations, procedures, etc;

(iv) holding Lok Shivirs where pending grievances are redressed;

(v) monitoring of references received from Directorate of Public Grievances;

(vi) holding of public hearings by senior officers of the DDA.